



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
BUREAU OF TENNCARE**

**NOTICE OF INTENT TO ISSUE RFPs
FOR
MANAGED CARE ORGANIZATIONS SERVING
EAST AND WEST GRAND REGIONS**

TennCare Notice of Intent to Issue RFPs to Procure MCOs for East and West Regions

I. Introduction

The State of Tennessee, Department of Finance and Administration, Bureau of TennCare (TennCare), hereinafter referred to as the State, intends to issue Requests for Proposals (RFPs) to secure contracts with managed care organizations (MCOs) for the provision of integrated behavioral health and physical health services on a full-risk basis to TennCare enrollees and other populations (State Onlys and Judicials) in the East and West Grand Regions of Tennessee. TennCare intends to issue the RFPs by the end of November 2007.

II. Contact Memorandums

As part of the responses to the RFPs, the State will require proposers to submit "Contact Memorandums" (see Attachment 1) from a specified number of providers for selected provider types/services (see Attachment 2). Contact Memorandums will be used to demonstrate to the State that the proposer has contacted the specified number of providers for selected provider types/services (see Attachment 2) and has actively engaged in discussions with them. The State expects that this process will contribute to the proposer's understanding of the unique service delivery system and enrollee population in each region. The State expects that the proposer will be able to demonstrate its understanding of the region in its response to the RFP.

Contact Memorandums will not be used to assess network adequacy. The list of provider types/services (see Attachments 1 and 2) is only a sampling of the provider types/services that contractors will be required to include in their provider network, and the number of Contact Memorandums required for a provider type/service (see Attachment 2) in no way reflects the number of providers needed to meet TennCare's access standards. Contractors for each region will be required to develop a provider network that meets the requirements of the MCO contract and provides the full range of covered services.

The proposer shall use the attached format (Attachment 1) for its Contact Memorandums. The proposer and provider shall complete the required information. **No additions or changes to the attached format are permitted.** Each Contact Memorandum must be signed by the provider and the proposer (or an individual authorized to negotiate provider agreements on behalf of the provider/proposer).

Attachment 2 identifies the types of providers/services for which each proposer must submit Contact Memorandums. For certain provider types (e.g., Community Mental Health Agency), the actual providers are listed in the referenced attachment. For these, the proposer is expected to submit a Contact Memorandum for each provider identified in the attachment. For other provider types/services (e.g., private duty nursing/home health services), the State has identified the number of providers for which the proposer must submit Contact Memorandums. For these, the proposer shall submit Contact Memorandums for the number of providers identified by the State. For example, for PDN/home health services, if the proposer is submitting a proposal for the East Region, the proposer shall submit five (5) Contact Memorandums from five different providers of PDN/home health services. For those provider types/services for which providers are not identified by name in an attachment to this notice, the proposer may refer to the provider listing on the TennCare website (www.tennessee.gov/tenncare/). Proposers may use providers that are not included on the provider listing available on the TennCare website, but the providers must be geographically accessible to enrollees in the applicable region.

Except as provided below, if one or more of the listed provider types/services applies to a provider, the provider may be used for more than one provider type/service. For example, a primary care provider (PCP) may also provide prenatal care services. In this case, only one Contact Memorandum would be signed, but the proposer may be required to submit two copies of the Contact Memorandum. **The same provider may not be used for both psychiatrist and Community Mental Health Agency (CMHA) or both psychologist and CMHA. In addition, psychiatrists and psychologists may not be employees of or contracted with a Community Mental Health Agency.**

Even if the proposer currently has a provider agreement with a provider, the proposer must submit a Contact Memorandum for that provider. The State will only review Contact Memorandums. The State will not consider other documents, including but not limited to provider agreements and letters of intent, as a substitute for Contact Memorandums.

A Contact Memorandum is not a binding agreement. Also, it shall not prevent a provider from talking with other proposers or impact the provider's relationship with existing MCOs.

III. Additional Information

Information about the TennCare program can be found on the TennCare website (www.tennessee.gov/tenncare/). In particular, this includes the following:

- The current MCO contracts (referred to as Contractor Risk Agreements or CRAs) (Note: The contract for the East and West Grand Regions will be substantially similar to the Middle Tennessee MCO CRA)
- The current member handbook template
- A listing of TennCare MCO/BHO providers
- Links to the websites of current MCOs
- A listing of counties in each region

Potential proposers are encouraged to check the TennCare website for additional information or updates regarding the proposed procurement.

CONTACT MEMORANDUM
FOR PROVISION OF SERVICES TO TENNCARE ENROLLEES

Information for Providers: TennCare intends to issue RFPs to secure contracts with managed care organizations (MCOs) for the provision of integrated behavioral health and physical health services on a full-risk basis in the East and West Grand Regions of Tennessee. As part of the responses to the RFPs, the State will require proposers to submit "Contact Memorandums" for certain provider types/services. Contact Memorandums will be used to demonstrate to the State that the proposer has contacted a specified number of providers for selected provider types/services (see list below) and has actively engaged in discussions with them. A Contact Memorandum is not a binding agreement. Also, it shall not prevent a provider from talking with other proposers or impact the provider's relationship with existing MCOs. For additional information please see the "Notice of Intent to Issue RFPs for MCOs Serving East and West Grand Regions," which is available on the TennCare website (www.tennessee.gov/tenncare/).

By signing this Contact Memorandum, you (the provider) acknowledge that you have been contacted by _____ and have discussed the items checked "Yes" below: [If the item was not discussed, check "No"; if the item is not applicable, check "N/A"]

- | | | | |
|---|------------------------------|-----------------------------|------------------------------|
| a. Services that you offer | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| b. Whether you provide services to adults and/or children | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| c. Counties served by you/your service sites | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| d. Whether you are located in-state or out-of-state | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| e. Hospitals with which you are affiliated or have an admitting arrangement | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |
| f. Language(s) spoken by you and any interpreter services that are available at your office/facility | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| g. Whether you are currently a TennCare provider and whether you have a NPI number and/or TennCare Medicaid identification number | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| h. Whether you are currently contracted with a TennCare MCO | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| i. Number of TennCare patients you are seeing | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| j. Your referral patterns (what providers you make referrals to and what providers you get referrals from) | Yes <input type="checkbox"/> | No <input type="checkbox"/> | N/A <input type="checkbox"/> |

By signing this Contact Memorandum, the proposer attests that it has contacted the provider identified below and has discussed the items checked "Yes" above.

1. PROVIDER'S PRINTED NAME

2. PROVIDER TYPE/SERVICES (check all that apply)

- a. Alcohol and Drug (A&D) Services ☐
- b. Community Mental Health Agency (CMHA) ☐
- c. Hospital ☐
- d. Local Health Department (LHD) ☐
- e. Prenatal Care Services ☐
- f. Primary Care Provider (PCP) ☐
- g. Private Duty Nursing/Home Health Services ☐
- h. Psychiatrist (other than CMHA) ☐
- i. Psychologist (other than CMHA) ☐
- j. Regional Mental Health Institute (RMHI)/Private Hospital ☐

3. PROVIDER/PROVIDER REPRESENTATIVE'S SIGNATURE

_____ **DATE** _____

4. PRINTED NAME OF SIGNER FOR PROVIDER

5. TITLE OF SIGNER FOR PROVIDER

6. PROPOSER REPRESENTATIVE'S SIGNATURE

_____ **DATE** _____

7. PRINTED NAME OF PROPOSER REPRESENTATIVE

8. TITLE OF SIGNER FOR PROPOSER

Attachment 2

Number of Providers by Provider Type/Service

Provider Type/Service	Required # of Provider Contact Memorandums in East Grand Region	Required # of Provider Contact Memorandums in West Grand Region
Alcohol and Drug (A&D) Services	Five (5)	Five (5)
Community Mental Health Agency (CMHA)	Nine (9) (those listed in Attachment 3)	Ten (10) (those listed in Attachment 3)
Hospital	Fourteen (14) (those listed in Attachment 4)	Ten (10) (those listed in Attachment 4)
Local Health Department (LHD)	Three (3) plus DOH (those listed in Attachment 5)	Two (2) plus DOH (those listed in Attachment 5)
Prenatal Care Services	Ten (10)	Ten (10)
Primary Care Provider (PCP)	Ten (10)	Ten (10)
Private Duty Nursing/Home Health Services	Five (5) agencies	Five (5) agencies
Psychiatrist (other than CMHA)	Five (5)	Five (5)
Psychologist (other than CMHA)	Ten (10)	Ten (10)
Regional Mental Health Institute (RMHI)/Private Hospital	Ten (10) (those listed in Attachment 6)	Eight (8) (those listed in Attachment 6)

Note: If an attachment is not referenced, see the provider listing on the TennCare website (www.tennessee.gov/tenncare/).

Attachment 3

Community Mental Health Agencies (CMHAs)

Each proposer for the **East Grand Region** will be required to submit a completed Contact Memorandum with each of the following CMHAs:

Cherokee Health Systems

6350 West Andrew Johnson
Highway
Talbott, TN 37877

Fortwood Center, Inc.

1028 East Third Street
Chattanooga, TN 37403

Frontier Health, Inc.

1167 Spratlin Park Drive
Gray, TN 37615

Generations Mental Health Center

5736 Manchester Highway
Morrison, TN 37357

Helen Ross McNabb

201 West Springdale Avenue
Knoxville, TN 37917

Peninsula Behavioral Health

2347 Jones Bend Drive
Louisville, TN 37777

Ridgeview Psychiatric Hospital and
Center, Inc.

240 Tyrone Road West
Oak Ridge, TN 37830

Volunteer Behavioral Health

413 Spring Street
Chattanooga, TN 37405

Youth Villages

3320 Brother Blvd.
Memphis, TN 38133

Each proposer for the **West Grand Region** will be required to submit a completed Contact Memorandum with each of the following CMHAs:

Carey Counseling

408 Virginia Street
Paris, TN 38242

Professional Care Services

1997 Hwy 51 South
Covington, TN 38019

Case Management Inc.

4041 Knight Arnold Road
Memphis, TN 38118

Quinco Mental Health Center

10710 Old Highway 64
Bolivar, TN 38008

Comprehensive Counseling

Network-Frayer

2150 Whitney Avenue
Memphis, TN 38127

Southeast Mental Health Center

3810 Winchester Road
Memphis, TN 38118

Mid-Town Mental Health Center

427 Linden Avenue
Memphis, TN 38126

Youth Villages

3320 Brother Blvd
Memphis, TN 38133

Pathways of Tennessee

238 Summar Drive
Jackson, TN 38301

Whitehaven-Southwest Mental

Health Center

1087 Alice Avenue
Memphis, TN 38106

Attachment 4 Hospitals

Each proposer for the **East Grand Region** will be required to submit a completed Contact Memorandum with each of the following hospitals:

Blount Memorial Hospital 907 East Lamar Alexander Parkway Maryville, TN 37804 865-983-7211	Blount County
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Covenant Health System Fort Sanders Parkwest Medical Center 9352 Parkwest Blvd. Knoxville, TN 37623 865-373-1000	Knox County
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Fort Sanders Regional Medical Center 1901 W. Clinch Avenue Knoxville, TN 37916 865-541-1111	Knox County
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Methodist Medical Center of Oak Ridge 990 Oak Ridge Turnpike Oak Ridge, TN 37831 865-835-1000	Anderson County
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East TN Children's Hospital 2018 Clinch Avenue Knoxville, TN 37901 865-541-8000	Knox County
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Erlanger Medical Center 975 E. Third Street Chattanooga, TN 37403 423-778-7000	Hamilton County
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HCA/TriStar

Parkridge East Hospital
(formerly East Ridge Hospital)
941 Spring Creek Road
Chattanooga, TN 37412
423-894-7870

Hamilton County

Parkridge Medical Center
2333 McCallie Avenue
Chattanooga, TN 37404
423-698-6061

Hamilton County

Mountain States Health Alliance

Johnson City Medical Center Hospital
400 N. State of Franklin Road
Johnson City, TN 37604
423-431-6111

Washington County

Saint Mary's Health System

St. Mary's Medical Center
900 E. Oak Hill Avenue
Knoxville, TN 37917
865-545-8000

Knox County

Skyridge Medical Center
(formerly Bradley Memorial Hospital)
2305 Chambliss Avenue NW
Cleveland, TN 37311
423-559-6000

Bradley County

University of TN Memorial Hospital
1924 Alcoa Highway
Knoxville, TN 37920
865-544-9000

Knox County

Wellmont Health System

Bristol Regional Medical Center
1 Medical Park Blvd.
Bristol, TN 37620
423-844-1121

Sullivan County

Holston Valley Medical Center
130 Ravine Road
Kingsport, TN 37660
423-224-4000

Sullivan County

** If a listed Hospital is unable to accommodate proposer's request for completion of the Contact Memorandum, proposer may select another Hospital within the East Grand Region.*

*** Proposer must document attempt was made by recording the Hospital name, Name of the individual spoken to, Title of the individual spoken to, Date and Time.*

Each proposer for the **West Grand Region** will be required to submit a completed Contact Memorandum with each of the following hospitals:

Baptist Memorial Hospital - Memphis (formerly know as Baptist Memorial Hospital East) 6019 Walnut Grove Road Memphis, TN 38120 901-226-5000	Shelby County
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Jackson Madison County General Hospital 708 W. Forest Avenue Jackson, TN 38301 731-541-5000	Madison County
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Methodist Healthcare LeBonheur Children's Medical Center 50 N. Dunlap Street Memphis, TN 38103 901-287-KIDS	Shelby County
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Methodist Germantown Hospital 7691 Poplar Avenue Germantown, TN 38138 901-516-6418	Shelby County
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Methodist North Hospital 3960 New Covington Pike Memphis, TN 38128 901-516-5200	Shelby County
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Methodist South Hospital 1300 Wesley Drive Memphis, TN 38116 901-516-3700	Shelby County
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Methodist University Hospital
1256 Union Avenue
Memphis, TN 38104
901-516-7000

Shelby County

Regional Hospital of Jackson
367 Hospital Blvd.
Jackson, TN 38305
731-661-2000

Madison County

Regional Medical Center (The Med)
877 Jefferson Avenue
Memphis, TN 38103
901-545-7100

Shelby County

Saint Francis Hospital
5959 Park Avenue
Memphis, TN 38119
901-765-1000

Shelby County

** If a listed Hospital is unable to accommodate proposer's request for completion of the Contact Memorandum, proposer may select another Hospital within the West Grand Region.*

*** Proposer must document attempt was made by recording the Hospital name, Name of the individual spoken to, Title of the individual spoken to, Date and Time.*

Attachment 5
Local Health Departments (LHDs)

Each proposer for the **East Grand Region** will be required to submit a completed Contact Memorandum with each of the following local health departments (LHDs):

Hamilton County LHD:
Becky Barnes, Director
Chattanooga-Hamilton County Health Dept
921 East Third St.
Chattanooga, TN 37403
(423) 209-8000

Knox County LHD:
Mark Jones, Director
Main Health Clinic
140 Dameron Ave
Knoxville, TN 37917
(865) 215-5273

Sullivan County LHD:
Gary Mayes, Director
Sullivan County Health Dept
P. O. Box 630
154 Blountville Bypass
Blountville, TN 37617
(423) 279-2777

Other LHDs:
Theresa Lindsey
Department of Health
Cordell Hull Building
425 5th Avenue North
Nashville, TN 37243
(615) 741-3111

Each proposer for the **West Grand Region** will be required to submit a completed Contact Memorandum with each of the following local health departments (LHDs):

Madison LHD:

Tony Emison, M.D., Director
Jackson-Madison County Regional
804 North Parkway
Jackson, TN 38305
(731) 423-3020

Shelby LHD:

Yvonne Madlock, Director
Memphis-Shelby County Health Dept
814 Jefferson Avenue
Memphis, TN 38105
(901) 544-7583

Other LHDs:

Theresa Lindsey
Department of Health
Cordell Hull Building
425 5th Avenue North
Nashville, TN 37243
(615) 741-3111

Attachment 6

Regional Mental Health Institutes (RMHIs) and Private Hospitals

Each proposer for the **East Grand Region** will be required to submit a completed Contact Memorandum with each of the following RMHIs/private hospitals:

Covenant Health dba Methodist MC of Oak Ridge

280 Fort Sanders West, Bldg.4, Ste 200
Knoxville, TN 37922

First Hospital Corp.-Cumberland Hall

7351 Stadifer Gap Road
Chattanooga, TN 37421

Indian Path Pavilion and Sycamore Shoals

2300 Pavilion Drive
Kingsport, TN 37660

Lakeshore Mental Health Institute

5908 Lyons View Pike
Knoxville, TN 37919

Moccasin Bend Mental Health Institute

100 Moccasin Bend Road
Chattanooga, TN 37405

Parkridge Medical Center (Valley Hospital)

2200 Morris Hill Road
Chattanooga, TN 37421

Parkwest Medical Center (formerly Peninsula Behavioral Health)

2347 Jones Bend Road, P.O. Box 789
Louisville, TN 37777

Ridgeview

240 West Tyrone Road
Oak Ridge, TN 37830

Skyridge Medical Center (formerly Cleveland Community Hospital - Pineridge
Treatment Center)

2800 Westside Dr.
Cleveland, TN 37312

Woodridge Hospital

403 State of Franklin Road
Johnson City, TN 37604

Each proposer for the **West Grand Region** will be required to submit a completed Contact Memorandum with each of the following RMHIs/private hospitals:

Baptist Union City Hospital

1201 Bishop Street
Union City, TN 38261

Methodist Hospital of Memphis

1265 Union Avenue
Memphis, TN 38104

Community Behavioral Health

135 N. Pauline Street
Memphis, TN 38105

St. Francis Hospital

5959 Park Avenue
Memphis, TN 38119

Henry County Medical Center

301 Tyson Avenue
Paris, TN 38242

Universal Health Services, Inc. of

Lakeside dba Lakeside of
Behavioral Health System

2911 Brunswick Road
Memphis, TN 38133

Memphis Mental Health Institute

865 Popular Avenue
Memphis, TN 38174

Western Mental Health Institute

Highway 64 West
Bolivar, TN 38074